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Confused symbolic interaction of schizophrenics in a
psychiatric hospital in Indonesia:
Digital culture for an inclusive environment
and organized communication

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Plan

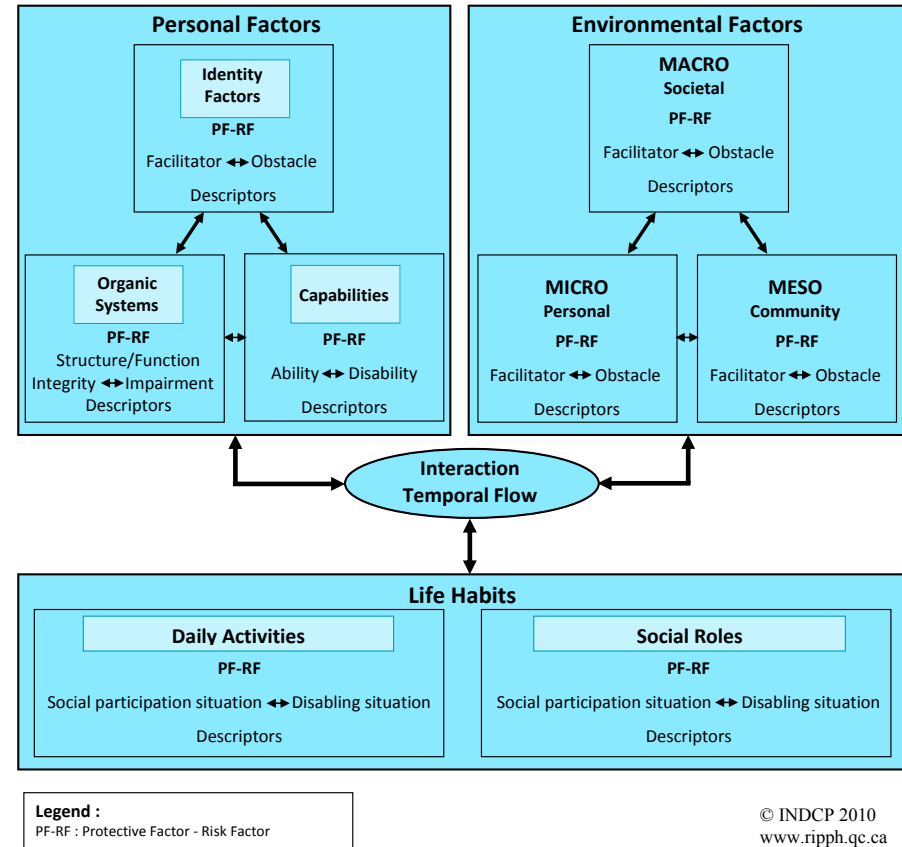
1. Psychiatric disability and digital: what is the link?
2. Schizophrenia and communication: informational and behavioral disorganization.
3. Assistants in psychiatric hospital: observation and interview
4. Assistants in psychiatric hospital: what are digital and social participation?
5. Assistants in psychiatric hospital: communication and environment?
6. Schizophrenia in Indonesia: social stigma and exclusion.
7. From social interaction to digital traceability.
8. Organizing information & communication through transliteracy & archiving.



Psychiatric disability and digital: what is the link?

Human Development Model and Disability Creation Process (HDM-DCP 2) (Fougeyrollas, 2010)

- A. The human development model-
disability production process: interaction
and life habits.
- B. Psychiatric disability: behavioral
distinction and difficulties of social
adaptation.
- C. Digital as an ecosystem: new
environment, new life habits?



Reference : FOUGEYROLLAS, Patrick (2010). *La funambule, le fil et la toile. Transformations réciproques du sens du handicap*. Quebec : Les Presses de l'Université Laval, 315 p.

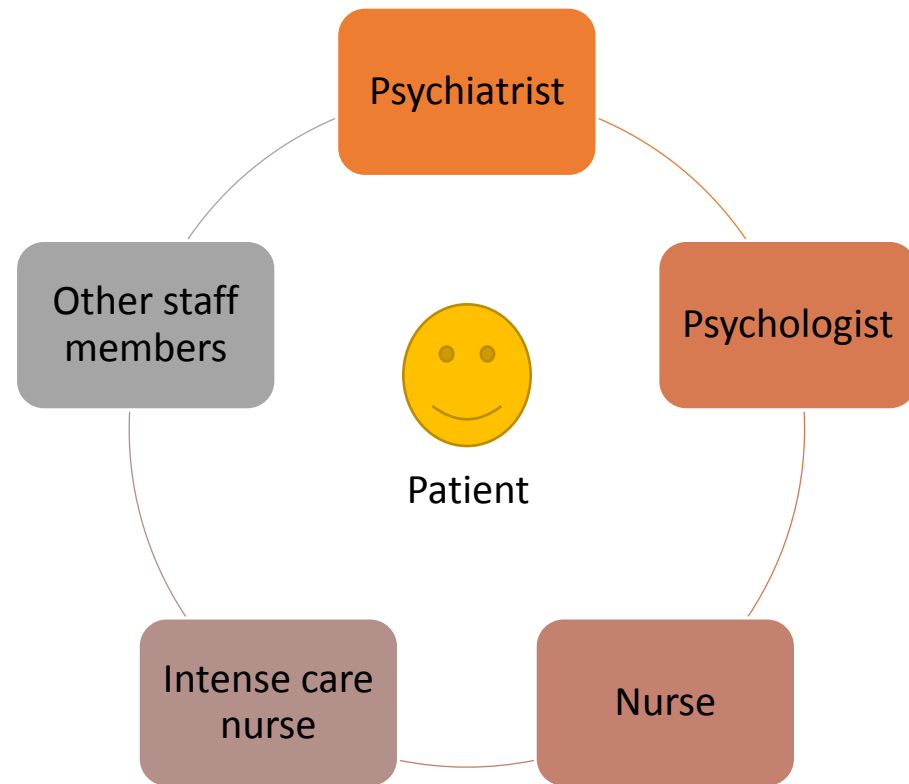
Schizophrenia and communication: informational and behavioral disorganization.

- A. Individual and social disorganization:
 - 1. Ability to initiate & maintain harmonious relationships with others;
 - 2. Ability to undertake & carry out personal projects;
 - 3. Ability to organize in everyday life;
 - 4. Ability to take care of oneself.
- B. Social interaction is a process that forms human conduct. Symbolic interaction: a presentation of gestures and a response to the meaning of those gestures (Mead).
- C. Communication does not refer to verbal, explicit, and intentional transmission of messages alone, it includes all those processes by which people influence one another. (Bateson, Ruesch, 1951); complementary schismogenesis: strategies of assistance and dependence (Bateson, 1977).



Assistants in psychiatric hospital: observation and interview

- Psychiatric hospital: 52 doctors, 615 patients, 377 nurses.
- January 2016 → July 2016: 11400 outpatients → 63.58% schizophrenics.
- January 2016 → July 2016: 1708 inpatients → 53.28% schizophrenics.
- Qualitative methodological approach: visiting the premises of the hospital, meeting patients, observing their activities, and interviewing assistants about disability, schizophrenia, social participation and digital (services, cultures and activities).
- Thematic analysis data.



Assistants in psychiatric hospital: what are social participation and digital? (2)

Mental disorder

- Illness
- Hallucinations
- Bad communication
- Expression difficulties
- Cognitive problems
- Behavioral problems
- Emotional problems

Disability

- Limitation
- Difficulties in expressing needs and emotions.
- Situation
- Unbalanced relationship
- Confusing reality with hope

Social participation

- Stabilization phase (medication)
- Development of social/communicational skills
- Social activities
- Repairing of communication and participation in community
- Work

Social environment

- Lack of acceptance
- Lack of support
- Stigma
- Exclusion

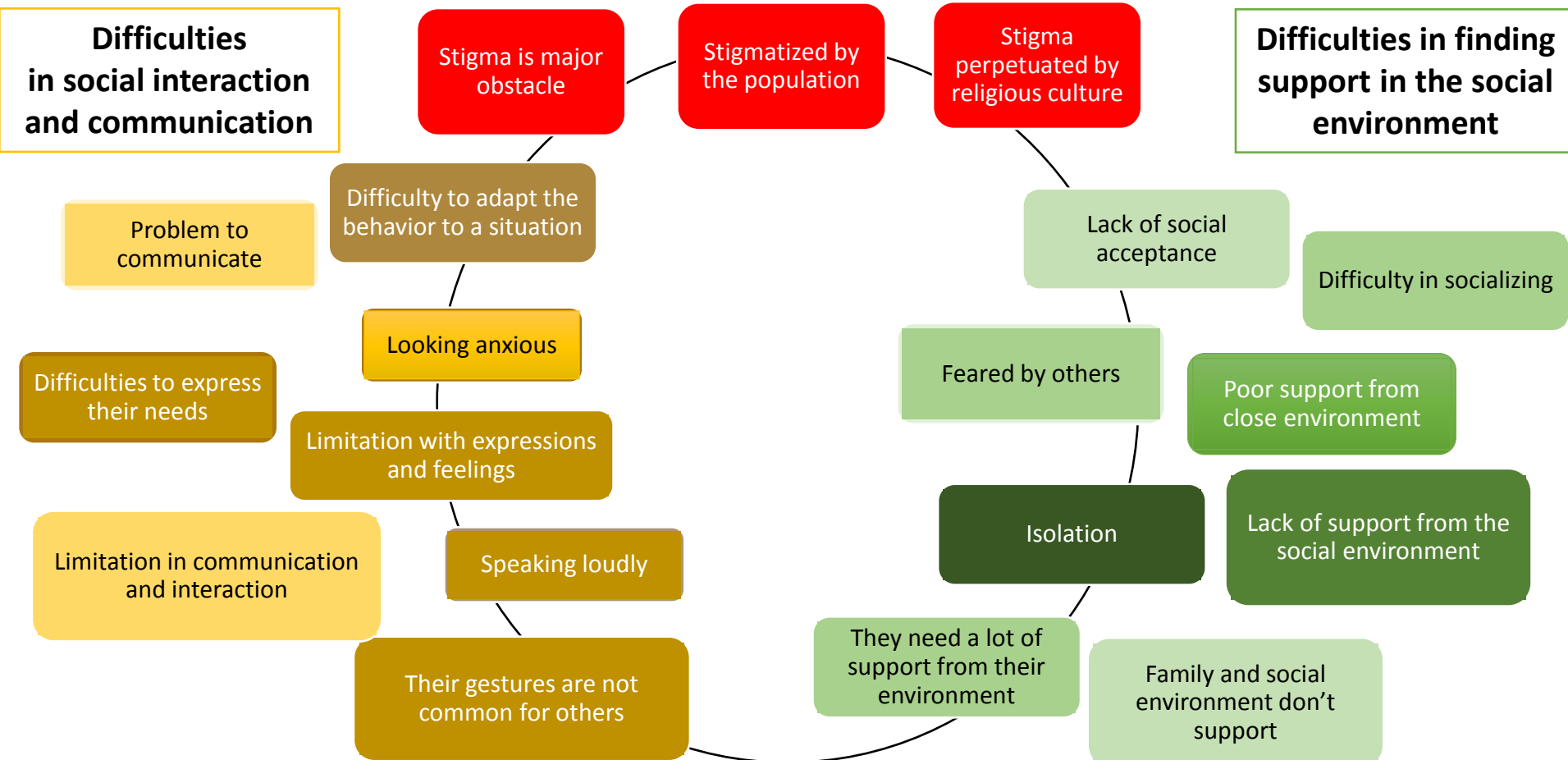
Digital

- Virtual interaction
- Mobile applications (ex: Whatsapp)
- Distant communication
- Google, Facebook, websites
- Emails
- Online games (addiction problems)

Digital activities

- Communication with *Indonesian community care for schizophrenia* on Facebook
- Self-expression activities (story telling, photos, groups)
- Social support
- Teaching
- Access to information

Assistants in psychiatric hospital: communication and environment?

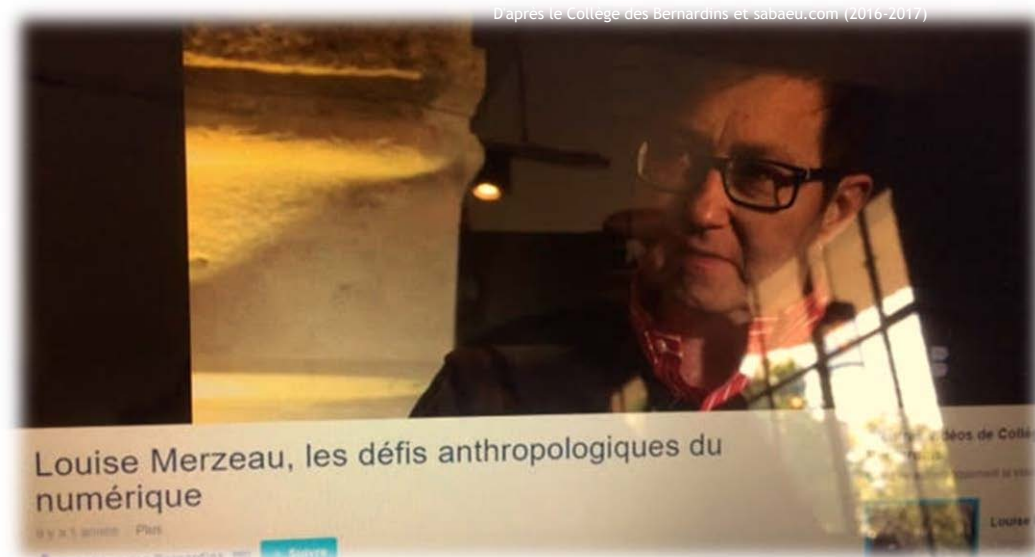


Schizophrenia in Indonesia: social stigma and exclusion

- A. In Indonesia, and especially in Java (where the research takes place) having a mental illness (“gila”) is a very stigmatizing condition. Very often, people with mental illnesses (as well their families) are afraid to seek treatment due to fear of social stigma.
- B. Often, patients and their families have no correct understanding regarding the nature of schizophrenia and the possible treatments. Thus, there are numbers of inappropriate treatments to individuals with schizophrenia, in which they are chained and bound (known as ‘pasung’) and being locked in a separated place from their family. The patients were also sent to traditional healers (known as ‘dukun’) because their family believes that the individuals may be influenced by black magic and need to be healed with supernatural power.
- C. These situations are worsened by the lack of comprehensive mental health services in which there are only 48 psychiatric hospitals, with 700 psychiatrists to serve 230 million people (IRIN, 2010). In Surabaya (the capital of East Java), psychiatrists have to serve approximately 100 patients every day in out-patient clinic at Menur Mental Hospital.

From social interaction to digital traceability

- A. Social interaction is a symbolic interaction by which people establish the meaning of actions and gestures of others, and indicate in return how they would react.
- B. In the digital environment we can't not leave traces (Merzeau, 2009).
- C. Digital is a dynamic ecosystem driven by an algorithmic normativity and inhabited by polyphonic identities capable of producing dissenting behaviors" (Doueih, 2013).



Digital: from support to media to environment.

Transliteracy and archiving to organize the information and the communication

- A. Transliteracy: 3 major capacities:
 - 1. Individual development of personal skills and abilities;
 - 2. Collective, ability to act with others, solidarity;
 - 3. Acting on its environment to transform it (Merzeau, 2014).
- B. To archive means to collect, preserve and make available information or objects (Chabin, 2007). In the digital environment preserving means no longer fixing, but duplicating, circulating, recycling (Merzeau, 2012).
- C. Building: digital memories vs auto-memory, inclusive digital environment to organize and enable the communication of the patient.



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Thank you.



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